

STATE LIBRARY OF QUEENSLAND

Operational Plan 2020-21

OBJECTIVES

1

TRUSTED CONTENT

Collect, preserve and provide access to trusted content

2

SHARED EXPERIENCES

Grow our audience through rewarding experience

3

FUTURE-FOCUSED PEOPLE AND PROCESSES

Enable continuous improvement and innovation

STRATEGIES

Intentionally collect a trusted record of Queensland

Seek diverse stories

Encourage and collaborate on research to deepen knowledge

Engage with people as seekers and creators

Preserve the collection for future generations

STRATEGIES

Improve access, so it's easier to find and use information

Focus on interactions – where clients can create and participate

Scale services to reach new audiences

Seek opportunities to promote literacy in all its forms

Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres

STRATEGIES

A culturally diverse workforce, with different skillsets, experiences and thinking styles

Share, understand, and challenge our own and others work so we continue to transform

Evaluate our services and share compelling stories of impact

Attract investment and partnerships

PERFORMANCE INDICATORS

Number of additions to the Queensland Memory collections
41,000

Use of digital and physical content in State Library's collections
17,000,000

PERFORMANCE INDICATORS

Visits onsite and online
4,000,000

Number of new members
37,000

Visits to public libraries
21,900,000

PERFORMANCE INDICATORS

Customer satisfaction with State Library visitor services, information services, collections and programs
95%

Average cost of combined onsite and online visits
≤\$7.50

FOCUS ACTIVITIES 2020-21

Collect, interpret and share the First Nations perspectives of the Queensland story

Strengthen our digital collecting and preservation

FOCUS ACTIVITIES 2020-21

Deliver an ambitious program of exhibitions and events that empower, stimulate and enrich

Engage with key stakeholders to review and recommend grant methodologies to realise the potential of public libraries and Indigenous Knowledge Centres

FOCUS ACTIVITIES 2020-21

Invest in our people to enable us to do our best

Achieve effective business models and processes and fit for purpose digital services

OUTPUT REPORT

The primary source of funding for activities is the Queensland Government grant, which supports free access to collections and free access to the majority of State Library services and programs. The balance of funding is derived from other revenue including Queensland Library Foundation donations, other government funding, interest on bank accounts, user charges and sponsorship revenue. State Library does not separate activities to be funded from commercial operations. Commercial revenue is used to supplement Parliamentary appropriations for a range of activities. Queensland Library Foundation will continue to raise funds to support specific collection purchases, fellowships, exhibitions, projects and online resources. There are no outputs not in the Library Board's commercial interests to supply. No major investments or borrowings are intended during 2020-21.

RELATIONSHIP WITH SPECIFIC PURPOSE PLANS

Invest in our people to do their best aligns with State Library's Strategic Workforce Plan 2016-20.

RISK MANAGEMENT

The Audit and Risk Management Committee (a subcommittee of the Library Board of Queensland) oversees risk management at State Library, considering the potential impact operational risks and opportunities may have on the State Library's service delivery, and how these risks will be managed or mitigated, and opportunities realised. The committee reviews quarterly reports on actions for key operational risks which relate to collections, service delivery, reputation, governance, contracts and agreements, funding capability and culture. The State Library has also implemented a risk management strategy for child-related duties, to protect children from harm through child-safe service environments.

HUMAN RIGHTS

We will review policies, programs, procedures, practices and service delivery to ensure that decisions and actions are compatible with human rights and ensure that human rights are central to the work we do.

COVID-19 has significantly impacted service delivery and represents a major risk to business operations in 2020-21. In the absence of certainty to adjust performance measure targets, normal targets have been retained while acknowledging that capacity to reach some or all targets will be severely compromised.